

Frequently Asked Questions (FAQs):

Q: Why do I need a commercial Waste contract?

A: It is a legal requirement that any business or organisation has a duty of care to store the waste their activity produces safely and dispose of that waste using a licensed waste carrier.

Q: Are Commercial Waste services not covered in my business rates?

A: No, Commercial Waste service costs are not covered by business rates

Q: Why do you require business waste to be separated?

A: The latest legislation from the Welsh Government requires this for the following reasons:

- To drive up levels of high quality recycling, food waste treatment and energy recovery and reduce disposal to landfill
- To stop the incineration of recyclable materials
- To help protect the environment and natural resources.

Q: Is it just the Council's Commercial Waste Services that require this waste separation?

A: No, all licensed waste service providers in Wales be they public or private sector will be required to collect commercial waste in this way. Enforcement will begin from October 2021

Q: How many different containers will I need?

A: Although we are required to collect a number of recyclables, we are able to co-collect some of them so your recycling will be separated into three different streams for presentation and collection:

Paper & Cardboard (mixed together)

Plastic Containers & Metal Cans (mixed together)

Glass Bottles & Jars (all colours mixed together)

We have a range of container options for each of the three waste streams to enable you to optimise your waste profile and make the most of your available space.

Q: Does the council's commercial waste service include Hazardous or Clinical waste?

A: No. Hazardous or Clinical waste requires the services of a specialist waste company.

Q: How much does it cost?

A: This depends on the mix of recycling and residual waste. The costs for recycling are much lower than residual waste which encourages recycling as well as reflecting the differences in the disposal costs. There is also an annual admin fee for the Duty of Care/Waste Transfer Note. For more information call 01495 311556 or Email your query to info@blaenau-gwent.gov.uk

Q: What if I need to increase or decrease the number or mix of containers during the contract?

A: If your bin mix or size requirement changes, we will work with you to offer the optimum mix (does not include cancellation).

Q: How do I pay?

A: Payments can be made for the full contract year, quarterly or can be spread over the year in instalments via direct debit.

Q: If I have a clear out and have waste in excess of my weekly contract, can this be collected?

A: Excess waste can be collected for an additional charge, based on the amount of excess.

Q: What does the term "Residual Waste" mean?

A: In the context of the council's waste services, residual waste refers to general waste (not hazardous or clinical) which doesn't fall into the dry recycling (Clean Paper, cardboard, Plastic Containers, Metal Containers [food or drinks cans], or glass) or food recycling categories.

Q: What is the length of contract?

A: Rolling contracts of 12 months, weekly collections based on 52 weeks/year (42 weeks/year for schools/school canteens). We have a wide range of containers which can cater for small or large amounts of waste.

Q: What is the “Waste Hierarchy”

A: A 6 step framework which prioritises what we do in regard to waste which starts with the most preferred step which is Prevention/Avoidance (of creating waste) through Reduction, Re-use, Recycle, Recovery (of energy) through the final and least preferred option which is Disposal (e.g. Landfill which must always be the last resort). Basically we have to take steps to avoid producing waste where possible and then reuse and re-cycle everything we can before creating residual waste. Adherence to the waste hierarchy is a condition of service with BGCBC.

Q: How do I report a problem?

A: Through the Council’s Help Desk on 01495 311556 or info@blaenau-gwent.gov.uk